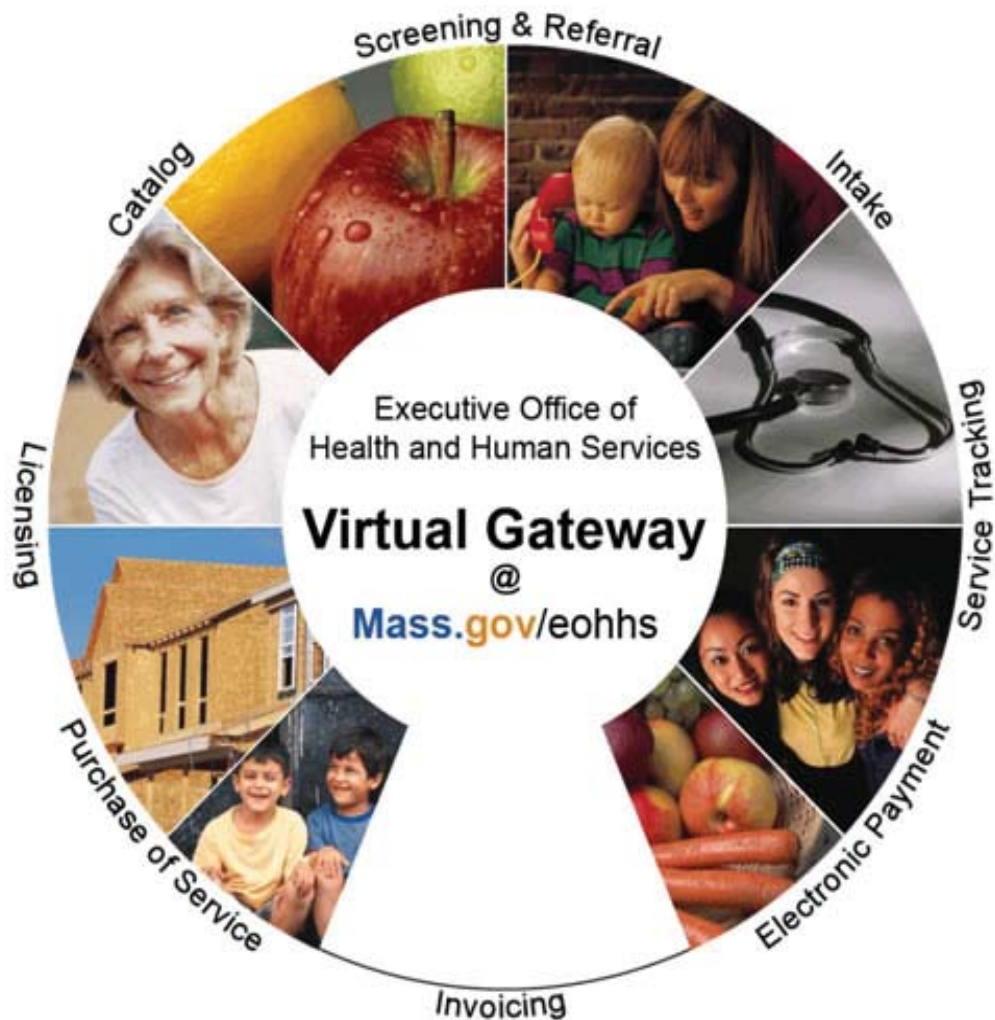


Executive Office of Health and Human Services

Virtual Gateway

Annual Report
2005



February 2006

Mitt Romney, Governor
Commonwealth of Massachusetts

Timothy Murphy, Secretary
Executive Office of Health and Human Services



MITT ROMNEY
Governor

KERRY HEALEY
Lieutenant Governor

TIMOTHY MURPHY
Secretary

The Commonwealth of Massachusetts
Executive Office of Health and Human Services
One Ashburton Place, Room 1109
Boston, MA 02108

Dear Senator and Representative:

I am proud to present this first report on the EOHHS Virtual Gateway. The Virtual Gateway uses the Internet to provide the general public, clients, providers, and front-line staff with online access to Health and Human Services.

Developed as part of Governor Romney's reorganization of Health and Human Services, the Virtual Gateway is a significant step forward in making health and human service programs and information more accessible to our clients and providers.

The most notable of all Virtual Gateway achievements this year is the introduction of a single Common Intake tool that can be used to apply for multiple EOHHS programs online. These include MassHealth, food stamps, several DPH programs, and programs in the Office of Disability and Community Services. The Common Intake service was instrumental in assisting providers with facilitating Uncompensated Care Pool reform.

Today, plans are well underway to incorporate even more services into the Virtual Gateway. The most significant Virtual Gateway project this year will be the launch of an Enterprise Invoice and Service Management system (EIM/ESM). EOHHS contracted providers and agencies will use the EIM/ESM system to submit invoices for services provided to clients and to manage other aspects of their EOHHS contracts. For the Department of Public Health, EIM/ESM will support a wide range of service and client management functions.

Please take a moment to review this report. I hope you find it informative. We look forward to making more enhancements to the Virtual Gateway in the months ahead to better serve providers and clients.

A handwritten signature in black ink, appearing to read "Timothy Murphy".

Timothy Murphy
Secretary



THE COMPUTERWORLD
HONORS PROGRAM



Table of Contents

Letter from the Secretary	i
Table of Contents	iii
Acknowledgements	iv
Virtual Gateway Introduction and Business Services Release Schedule	1
How the Virtual Gateway Benefits our Clients	5
Public Use of the Virtual Gateway: Screening Tool	7
Public Support of the Virtual Gateway	9
Virtual Gateway Common Intake: Helping to Facilitate Uncompensated Care Reform	11
Virtual Gateway Business Operations	17
Virtual Gateway Technical Operations	19
Virtual Gateway Investment Timeline	21
Virtual Gateway Customer Satisfaction Survey	23
Provider Deployment Strategy	25
Virtual Gateway Expansion in 2006	37
Appendix A: Virtual Gateway Screening Tool Statistics	39
Appendix B: Virtual Gateway Common Application Statistics: All Programs	41
Appendix C: Virtual Gateway Common Application Statistics: MassHealth Applications	43
Appendix D: Virtual Gateway Common Application Statistics: Other Programs	45
Data Sources	47

Acknowledgements

We thank our colleagues across Health and Human Services, and the Commonwealth Information Technology Division for helping us achieve our goals.

Department of Mental Health
Department of Mental Retardation
Department of Public Health
Department of Social Services
Department of Transitional Assistance
Department of Veterans' Services
Department of Youth Services
Executive Office of Health and Human Services
Massachusetts Commission for the Blind
Massachusetts Commission for the Deaf and Hard of Hearing
Massachusetts Information Technology Division
Massachusetts Rehabilitation Commission
Office for Refugees and Immigrants
Office of Child Care Services (now part of the Department of Early Education and Care)
Soldiers' Home in Chelsea
Soldiers' Home in Holyoke
Virtual Gateway Steering Committee

Special thanks to MassHealth and the Division of Health Care Finance and Policy for their assistance with this report.

Virtual Gateway Operations
Two Boylston Street
Boston, Massachusetts 02116

Andrea Dodge, Chief Administrative Officer - EOHHS
Thomas Curran, Secretariat Information Officer - EOHHS
Christine Ballas, Virtual Gateway Director of Operations - EOHHS



Virtual Gateway Introduction and Business Services Release Schedule

The Virtual Gateway is a constituent-focused Internet portal providing the general public, clients, providers, and front-line Executive Office of Health and Human Services (EOHHS) staff with online access to health and human services.

The Virtual Gateway serves as a single access point for a wide variety of programs including health care services, food stamps, veterans' services, and Disability and Community Services programs. Using information and tools available through the Virtual Gateway, consumers, medical providers, community-based organizations, and EOHHS agencies work together to ensure that citizens are linked to the programs and services they need as quickly and efficiently as possible.

In August 2004, the launch of the Virtual Gateway introduced the Common Intake tool. Before this, individuals seeking services were required to submit separate paper applications for each program applied to and work with multiple state agencies on their own. Now, using the Common Intake tool citizens can apply to multiple service programs using one form. The Virtual Gateway Common Intake tool directly benefits citizens by providing a single point of access for application processing, making application and eligibility determination more efficient and accurate for citizens and state agencies. Furthermore, applications are submitted electronically. The time it takes to receive a determination from a program such as MassHealth has dramatically decreased.

As of December 2005, 164,175 applications for multiple programs have been submitted to EOHHS agencies using the Virtual Gateway Common Intake tool. The appendix of this report provides more statistics on program applications submitted using this tool.

In addition to the Common Intake tool, Virtual Gateway features continue to expand as more services are added over time. The following is a list of all EOHHS programs and services incorporated into the Virtual Gateway since August 2004.

August 2004

Common Intake – Release 1.0

A consolidated, online data collection tool registered providers use to submit applications on behalf of clients for the following EOHHS programs and services:

- MassHealth
 - Healthy Start
 - Children's Medical Security
 - Uncompensated Care Pool
- Food Stamps Benefits
- Women, Infants and Children Nutrition Program
- Women's Health Network
- Child Care

Screening Tool

A short anonymous online survey that helps interested individuals determine potential eligibility for all programs included in Common Intake, as well as Substance Abuse and Veterans' Services.

Catalog of EOHHS Programs and Services

An online catalog for the general public that details available EOHHS programs in a standardized format using a standard taxonomy.

January 2005

Transitional Assistance Gateway

An inquiry tool for registered agencies that enables workers to view secure case management information for transitional assistance programs including:

- Food Stamps
- Financial assistance
- Homeless services

April 2005

Service and Transition Planning

A tool for registered EOHHS staff and providers to support collaborative treatment planning and referral services for certain children served by EOHHS agencies.

Provider Data Management

A service that gives Purchase of Service providers a single place to view, upload, and edit information commonly requested by EOHHS agencies. This provides agencies with a single place to view provider information.

May 2005

Interpreter Referral Service

Enables providers to request American Sign Language interpreters and Computer Assisted Realtime Transition (CART) Services.

Enterprise Reporting

Allows EOHHS staff to access internal reporting and decision support tools, including the Enterprise Budgeting Application.

July 2005

Homeless Case Management and Reporting System

A service for homeless shelter providers to track bed utilization, provide case management services, and facilitate reporting requirements.

September 2005

Resource Locator (pilot)

Allows case managers to perform web searches of resources needed for clients.

September 2005

Common Intake - Release 2.0

Additional programs added to Common Intake and Screening:

- MassHealth for seniors and people needing long-term-care services at home
- Services for individuals who are legally blind
- Services for individuals who are deaf or hard of hearing
- Services for individuals with cognitive disability
- Services for veterans seeking inpatient/domiciliary care
- Home care services for elders (or seniors)
- Vocational rehabilitation services
- Services for individuals with mental health needs or who have serious emotional disturbance (screening only)



How the Virtual Gateway Benefits our Clients

Common Intake tool

- Condenses 18 health and human service applications into one Common Intake form
- Facilitates submission of 4,000 Common Intake applications each week via the Virtual Gateway
- Increase access to Food Stamp, Medicaid, and WIC for eligible applicants

Screening Tool

- Allows the user to determine potential eligibility for 22 EOHHS programs and services
- Enables citizens and providers to refocus thousands of hours of their time by not completing applications for inappropriate services

Homeless Management Information System

- Streamlines the check-in process at shelters and coordinates with other initiatives to provide access to federally funded programs such as food stamps & MassHealth

Service and Transition Planning

- Facilitates more timely relocation of children served by DSS to less intense settings
- During the initial rollout of Service and Transition Planning, the number of children and adolescents in inpatient service settings declined by 16%

Interpreter Referral Services

- Allows deaf and hard of hearing consumers to access interpreter services more efficiently
- Expedited filing of 4,905 more requests in fiscal year 2005 than in fiscal year 2004

Resource Locator

- Consolidates information from three data sources, reducing the time it takes to gather the same data by 66%

MassHealth

- Doubled the number of applications it now processes by the MassHealth Central Processing Unit for the under age 65 population

WIC

- Facilitated access to approximately \$578,000 in WIC benefits to eligible residents who used the Common Intake tool



Public Use of the Virtual Gateway: Screening Tool

The Virtual Gateway allows the public to use the Internet to screen for eligibility for certain EOHHS programs, and browse a catalog to learn about many EOHHS programs and services.

The searchable catalog provides information on the most widely used programs offered by EOHHS agencies. The anonymous survey allows consumers to determine potential eligibility for multiple programs and services. This enables them to have a general understanding of services for which they may or may not be eligible prior to meeting with a benefits counselor. The user-friendly catalog of services and screening survey in the Virtual Gateway, guide providers and consumers through a completely automated process to obtain information about programs and services, and determine potential program eligibility.

When launched in 2004, the Screening Tool included the basic health and nutrition programs. Veterans' Services was added to the Screening Tool in December 2004. In September 2005, screening for community services and long-term support programs was added. Refer to Appendix A for more Screening Tool statistics. The following programs are now included in the Screening Tool:

- *Health Insurance and Health Assistance Programs:*

- MassHealth
- Healthy Start
- Children's Medical Security Plan (CMSP)
- MassHealth for seniors and people needing long-term-care services at home
- Uncompensated Care Pool

- *Women, Infants and Children Nutrition Program (WIC)*

- *Women's Health Network (WHN)*

- *Food Stamps Benefits*

- *Child Care Subsidy*

- *Veterans' Services:*

- Local veterans' services
- Services for veterans seeking inpatient, outpatient, or domiciliary care (Chelsea and Holyoke Soldiers' Homes)

- *Community Services and Long-Term Support:*

- Home care services for elders or seniors
- Vocational rehabilitation services
- Services for individuals who are legally blind
- Services for children with mental retardation or developmental disabilities
- Services for adults with mental retardation, Assistive Technology Fund for the deaf and hard of hearing
- Case management and social services for the deaf and hard of hearing
- Services for adults with mental health needs
- Services for children with mental health needs, including serious emotional disturbance



Public Support for the Virtual Gateway

The Virtual Gateway has been acknowledged by the Boston press and leading government and technology publications and trade associations.

International Recognition

The Virtual Gateway was selected as a Computerworld 2005 Honors Laureate from an international field of candidates. This award recognizes projects using innovative technology to better society.

Quotes from Users

"The Virtual Gateway is a wonderful technological tool to help them overcome those challenges. When this is fully implemented, our health care clinics across the city will not only be able to help people learn about benefits, but also apply for them more efficiently."

- Robert Taube, Executive Director of Boston Health Care for the Homeless

"We couldn't help the uninsured and underinsured access the programs like MassHealth and free care....without your support. We've gotten really good support through the Virtual Gateway through this transition. I feel really grateful that you've come into our lives and let us be the first hospital to be able to do this."

- Joseph Iannelli, Massachusetts General Hospital

"I want to applaud the governor for not only recognizing the problem but for his commitment to the poor and homeless and his leadership in fixing the problem."

- Karen LaFrazia, Executive Director of St. Francis House

"Paul Wingle, a spokesman for the Massachusetts Hospital Association, said the Gateway will lead to administrative savings in hospital budgets and has exceeded the expectations of some in the industry. When it was in the planning stages, we were concerned that it wouldn't have the capacity to process all the information hospitals would give it. We were concerned about backlogs, Wingle said. But they've developed a very good, very robust system that's working very well. We're very enthusiastic about it."

- Quoted in State House News, June 30, 2005

"In addition to political support, the Romney administration has contributed new technology to the effort. Over the past year the state has rolled out software called the Virtual Gateway, to speed up the process of registration. Historically, low-income patients who came to hospitals and health centers had to fill out separate and lengthy forms for Medicaid and free care. It was the equivalent of sending something by Pony Express, said Mark Goldstein, director of finance at Boston Medical Center, which handles several hundred such applications a day."

- Former Director of Finance at Boston Medical Center



Virtual Gateway Common Intake: Helping to Facilitate Uncompensated Care Reform

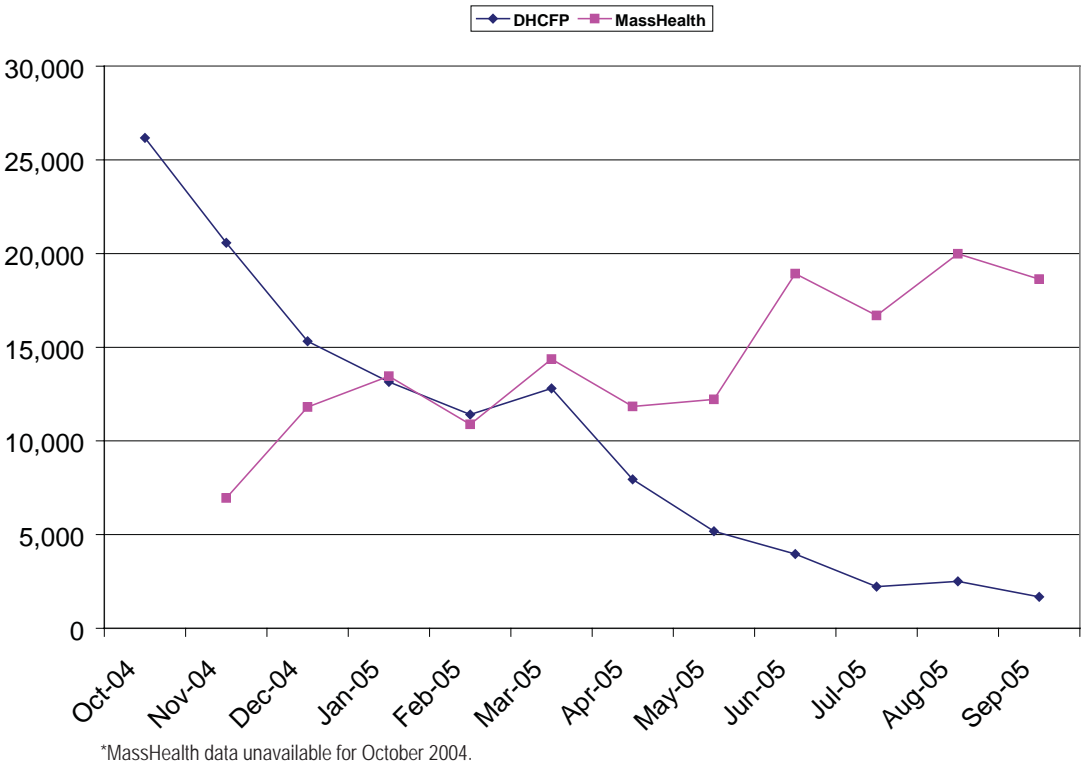
The Virtual Gateway Common Intake tool makes application processing more efficient and accurate. Simple modules in the Common Intake tool guide users through an automated form, sending collected information to MassHealth in a single format, resulting in faster eligibility determinations. Questions are never repeated. If an applicant is applying for several health and human service programs, questions are asked once and information is sent to multiple programs.

Futhermore, applicants are only asked questions pertinent to the programs for which they are applying. For example, if an applicant is applying for MassHealth and the Women, Infants, and Children Program, they do not need to answer any additional questions beyond those they must answer on the MassHealth application in order to submit the application to both programs.

The availability of the Common Intake tool advanced certain aspects of EOHHS health care reform efforts beginning in October 2004. Prior to October 2004, individuals who applied for only the Uncompensated Care Pool (UCP) were not required to first apply to MassHealth. This often resulted in enrollment of individuals in the Uncompensated Care Pool who may otherwise have been eligible for MassHealth. Enrollment in MassHealth provides more comprehensive coverage for beneficiaries and is also more cost-effective for the Commonwealth. Today, individuals who wish to apply for the Uncompensated Care Pool must first apply for MassHealth. Only individuals who do not qualify for MassHealth have their applications processed for the Pool.

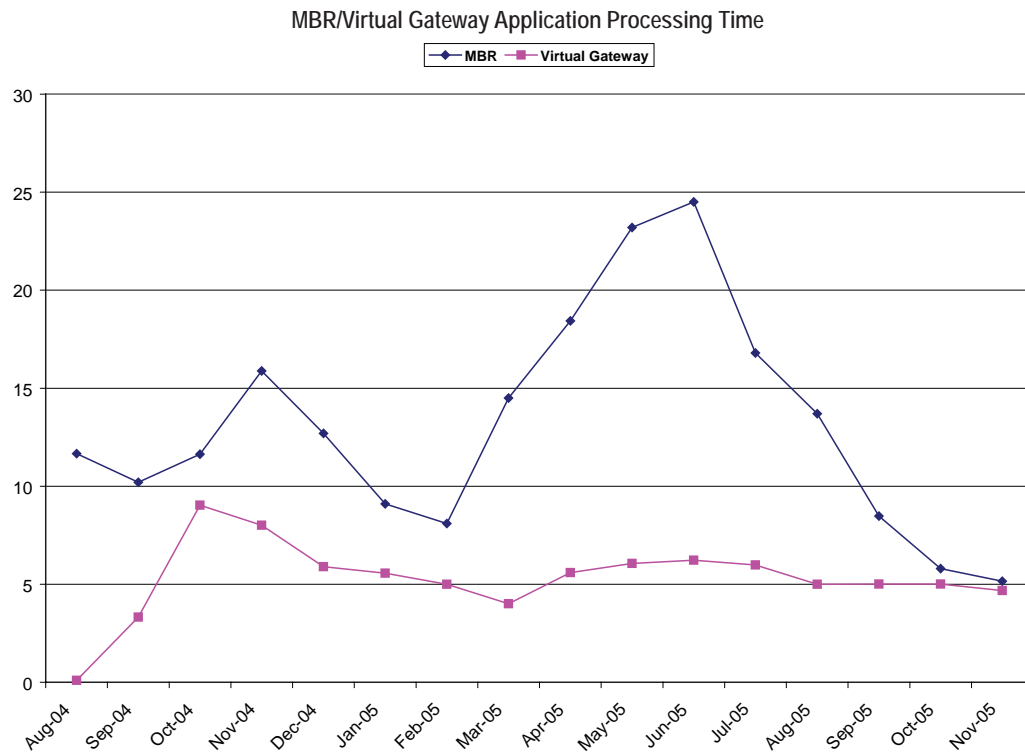
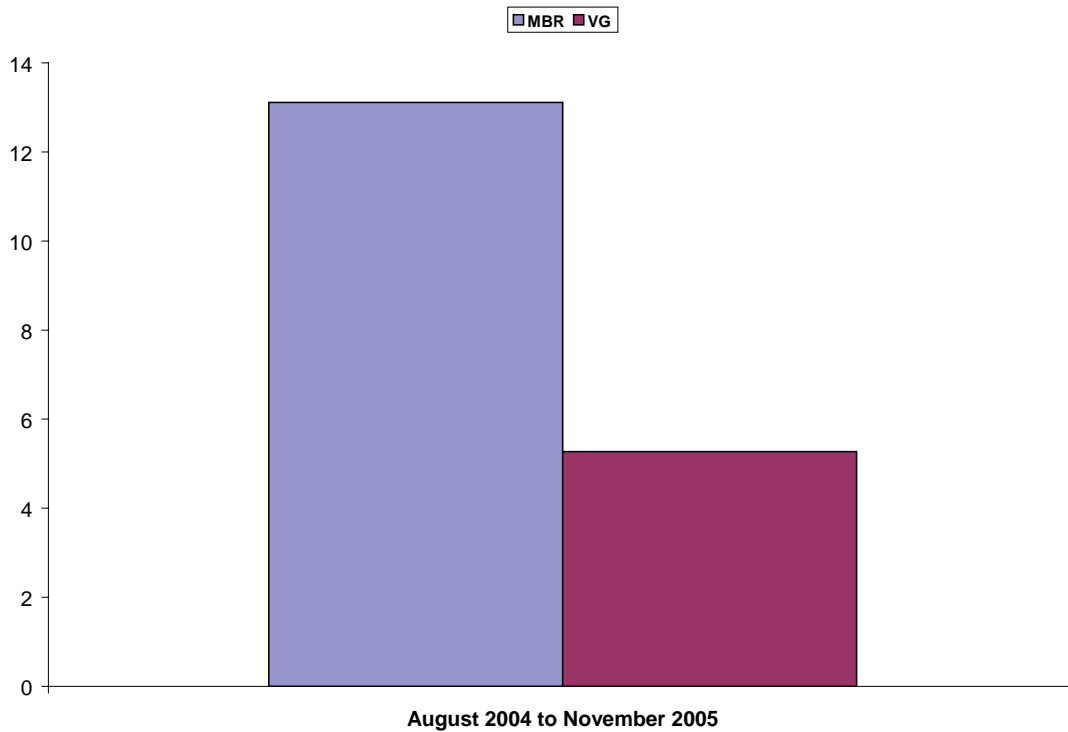
As a result of these changes, MassHealth is processing more applications today while UCP application volume continues to decline. The MassHealth eligibility determination system, MA21, now processes applications for Pool eligibility and notifies providers of determination results. Finally, the Common Intake tool is able to alert providers when a Virtual Gateway MassHealth application is being processed for an applicant, thereby reducing the number of duplicate applications MassHealth receives and saving time for providers and applicants. The following graphs and charts illustrate the impact of the Virtual Gateway Common Intake tool on MassHealth applications and Pool utilization.

Figure 1: Application Volume Processed Each Month by MassHealth and DHCFP in PFY05



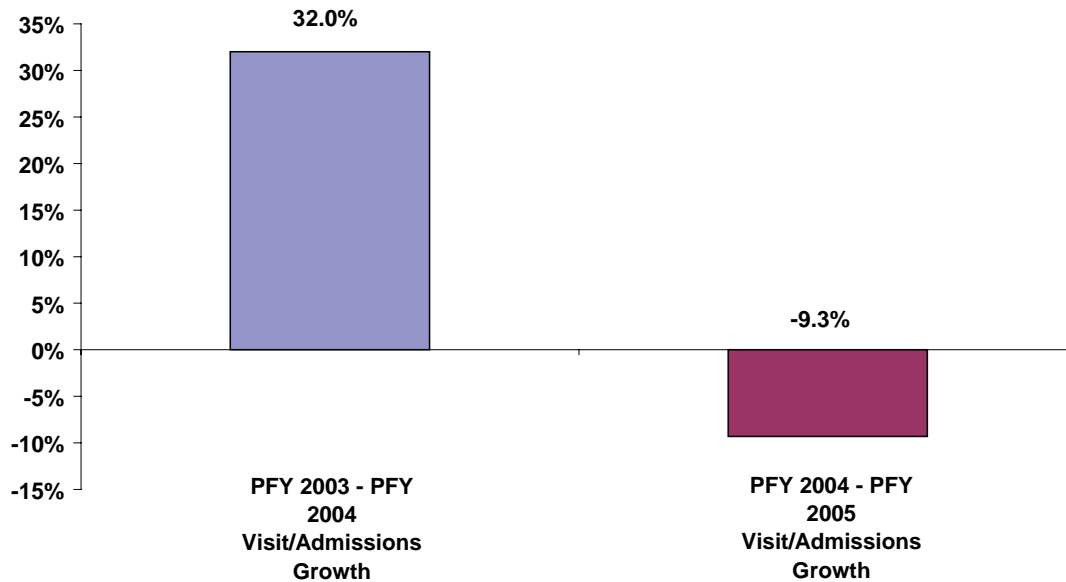
Individuals using the Virtual Gateway common application to apply for the Pool must submit an application to MassHealth. This is resulting in fewer free care applications being processed by hospitals and community health centers and more applications being submitted to MassHealth through the Virtual Gateway.

Figures 2 & 3: Average Determination Time (in days) for Medical Benefit Request Forms and Virtual Gateway Applications



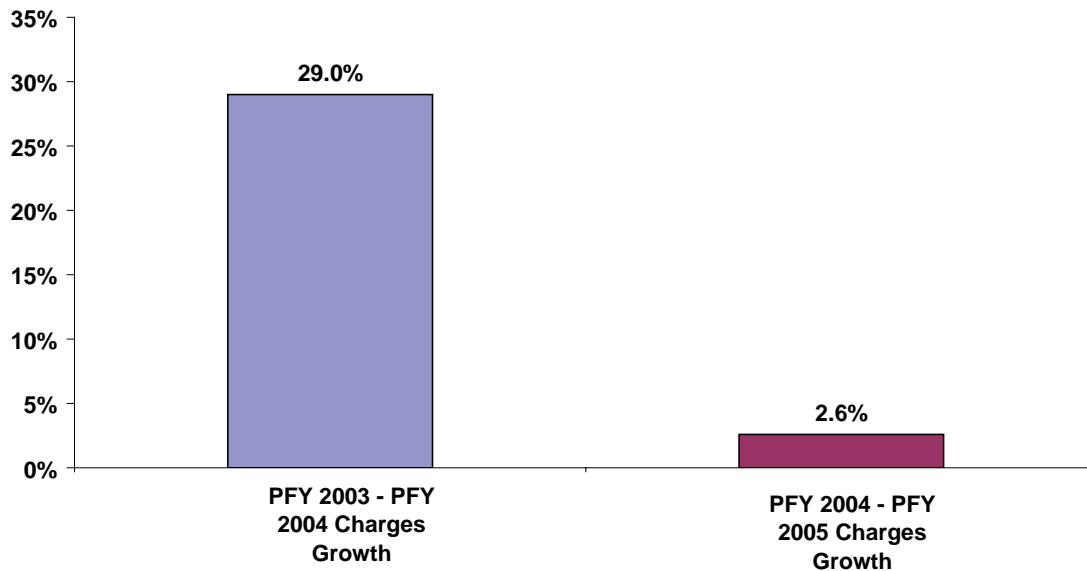
Electronic MassHealth applications are traditionally processed faster than paper MassHealth applications. In the past year, the difference in the time it takes to process paper MBRs versus electronic MassHealth applications has been an average of 8 days. Within the past several months, the MassHealth Central Processing Unit has decreased the number of days it takes to process paper MassHealth applications. Today, it takes approximately 5 days to process a Virtual Gateway MassHealth application.

Figure 4: Hospital UCP Visits and Admissions



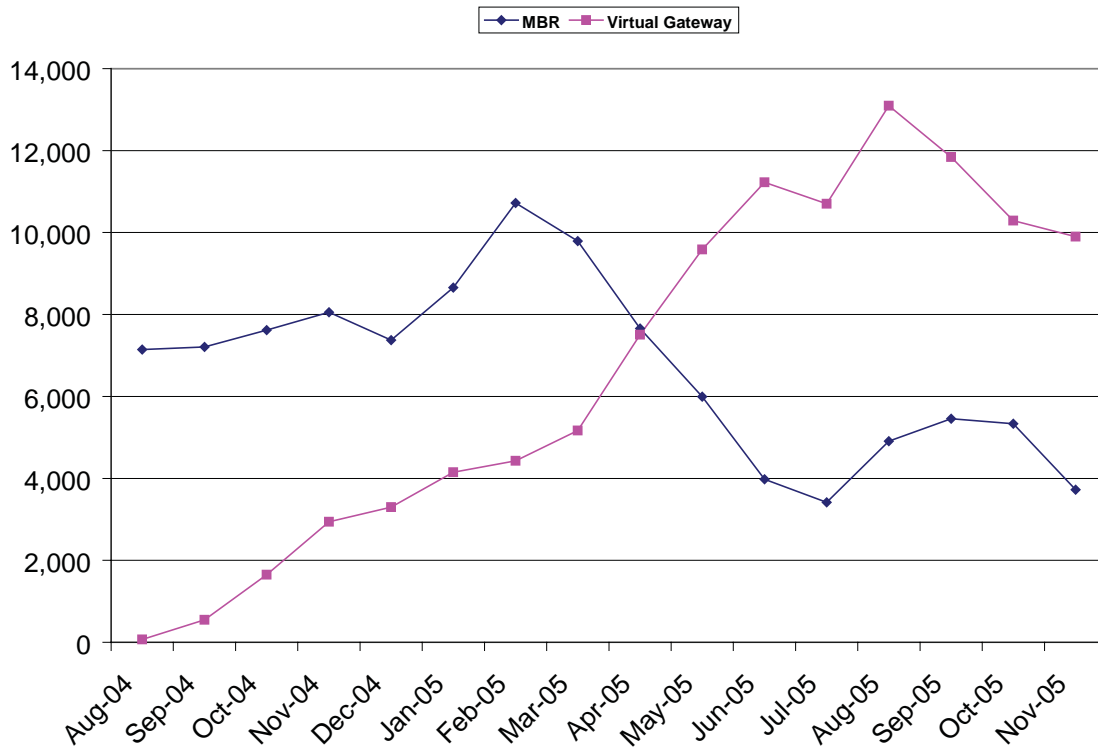
The growth rate in hospital visits billed to the Uncompensated Care Pool dropped from 32% between 2003 and 2004, to - 9.3% between 2004 and 2005. Again, this slow down in growth can be attributed to the implementation of the Virtual Gateway common application.

Figure 5: Growth in Hospital Free Care Charges



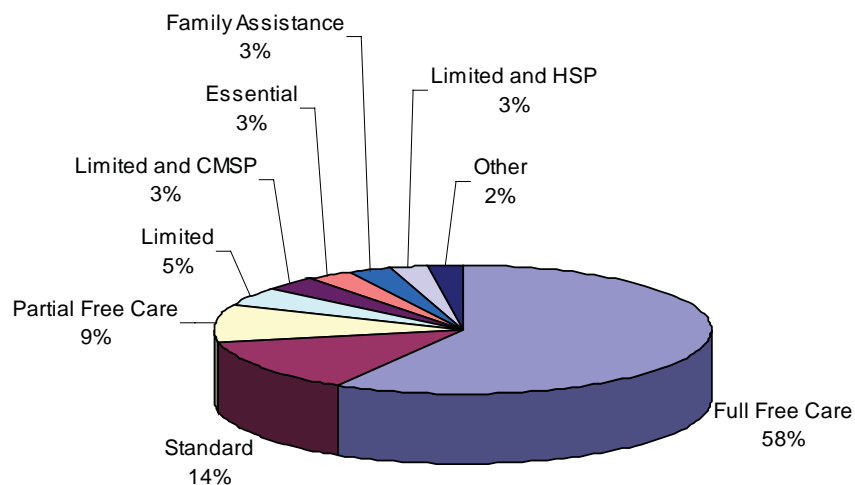
The growth rate in Uncompensated Pool costs dropped from 29% between 2003 and 2004 to 2.6% between 2004 and 2005. A significant portion of this decrease in Pool costs is attributed to the requirement that individuals seeking Pool coverage apply for MassHealth. Hospitals and community health centers help applicants apply for MassHealth using the Virtual Gateway common application.

Figure 6: Medical Benefit Request Forms and Virtual Gateway Application Volumes



More applications for MassHealth now come through the Virtual Gateway than via traditional paper-based Medical Benefit Requests.

Figure 7: MassHealth Approvals for Virtual Gateway Applications Since 1/1/2005



All MassHealth applications submitted through the Virtual Gateway are processed for enrollment across all MassHealth programs. Applications for individuals who do not qualify for MassHealth are then processed for the Pool. More than half of the applications MassHealth receives through the Virtual Gateway are eligible for Pool Coverage. Note: chart includes data for Virtual Gateway MassHealth applications only (does not include paper applications).



Virtual Gateway Business Operations

Communication and Training

The Virtual Gateway Training and Communications Group provides training, documentation, manuals, e-learning tools, and communication materials for Virtual Gateway services and sponsoring agencies. The Group works with agency staff to assist them in producing accurate and timely training for their users.

Tools and materials developed by the Training and Communications Group offer resources such as style guides and templates for user manuals, presentations, computer-based trainings, etc. These products reflect best practices and provide information sharing that will ultimately increase consistency of use, efficiency, and knowledge across agencies and individual users.

To date approximately 2,500 users have been trained on and have access to the Common Intake tool.

Help Desk

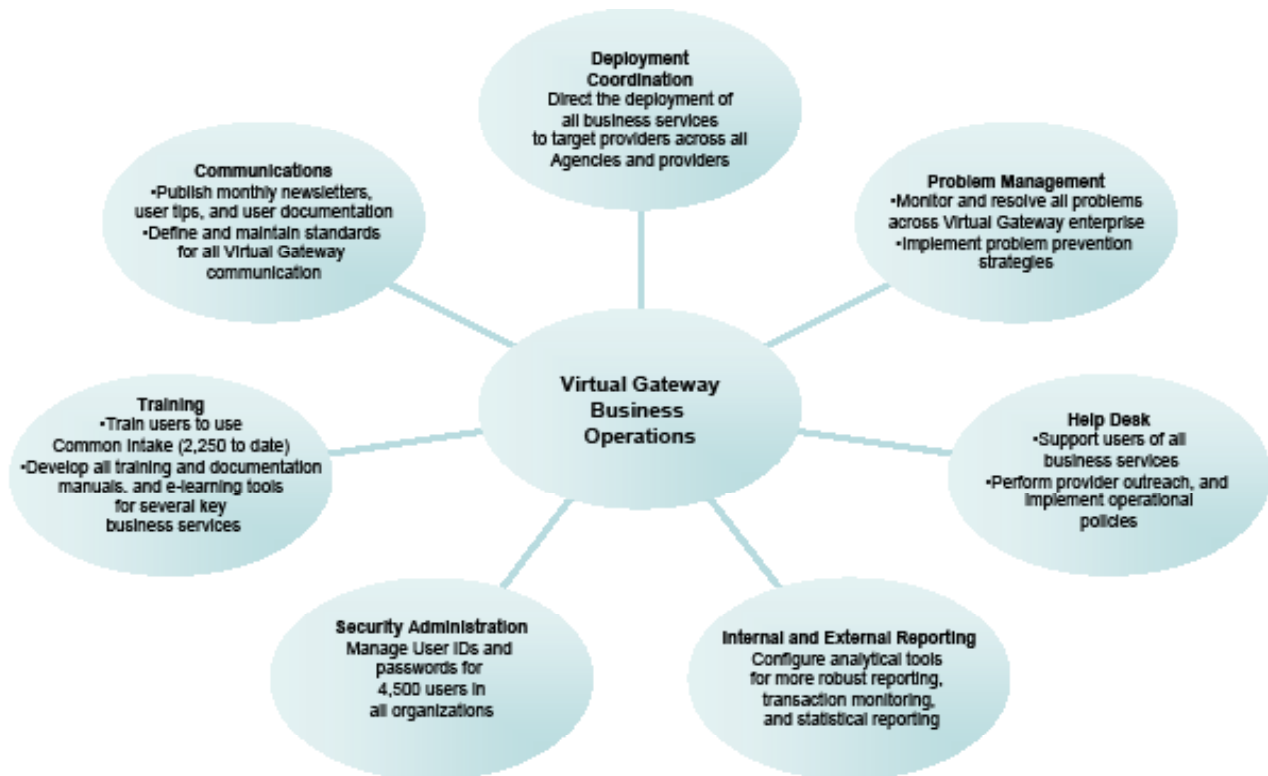
The Help Desk provides specialized customer support to all Virtual Gateway users to ensure usability of Virtual Gateway Business Services. The Help Desk offers user Level 1 and 2 support. Level 1 support generally involves answering navigation and functionality questions and performing user account administration. Level 2 support involves the help desk staff working directly with representatives from EOHHS agencies to answer more technical and policy-related questions.

Periodically, the Help Desk prepares and distributes user communications such as provider newsletters, new user packages, and alert notifications via e-mail as needed.

In addition to answering inbound calls, the Help Desk also makes outbound calls to resolve issues, provide outreach support, and assist providers with accessing new Gateway services.

The Help Desk assists with user account administration and also oversees many reporting functions. These reporting functions include statistical and benchmark reporting, system integrity reporting, and call volume reporting.

Figure 8: Core Functions Performed by the Virtual Gateway Business Operations Team





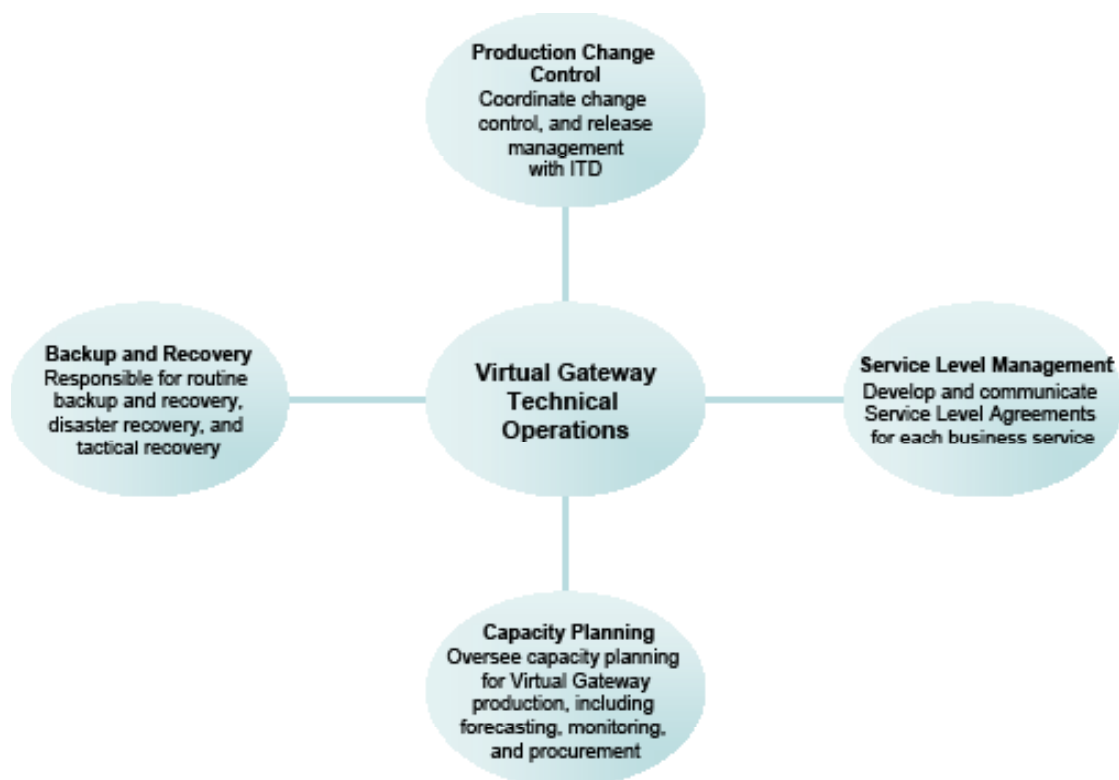
Virtual Gateway Technical Operations

The Virtual Gateway Technical Operations team ensures that the Virtual Gateway is available and is functioning reliably. The Technical Operations team also proactively manages system performance.

The Virtual Gateway Technical Operations team works with the Information Technology Division and EOHHS technical staff from across agencies to ensure all Virtual Gateway business services remain accessible to consumers and users and to deploy new services to the Virtual Gateway. This is achieved by enforcing standardized procedures for problem management within Business Operations, change control, service level administration, security administration, capacity planning, and technical support.

Figure 9: Virtual Gateway Technical Operations Support

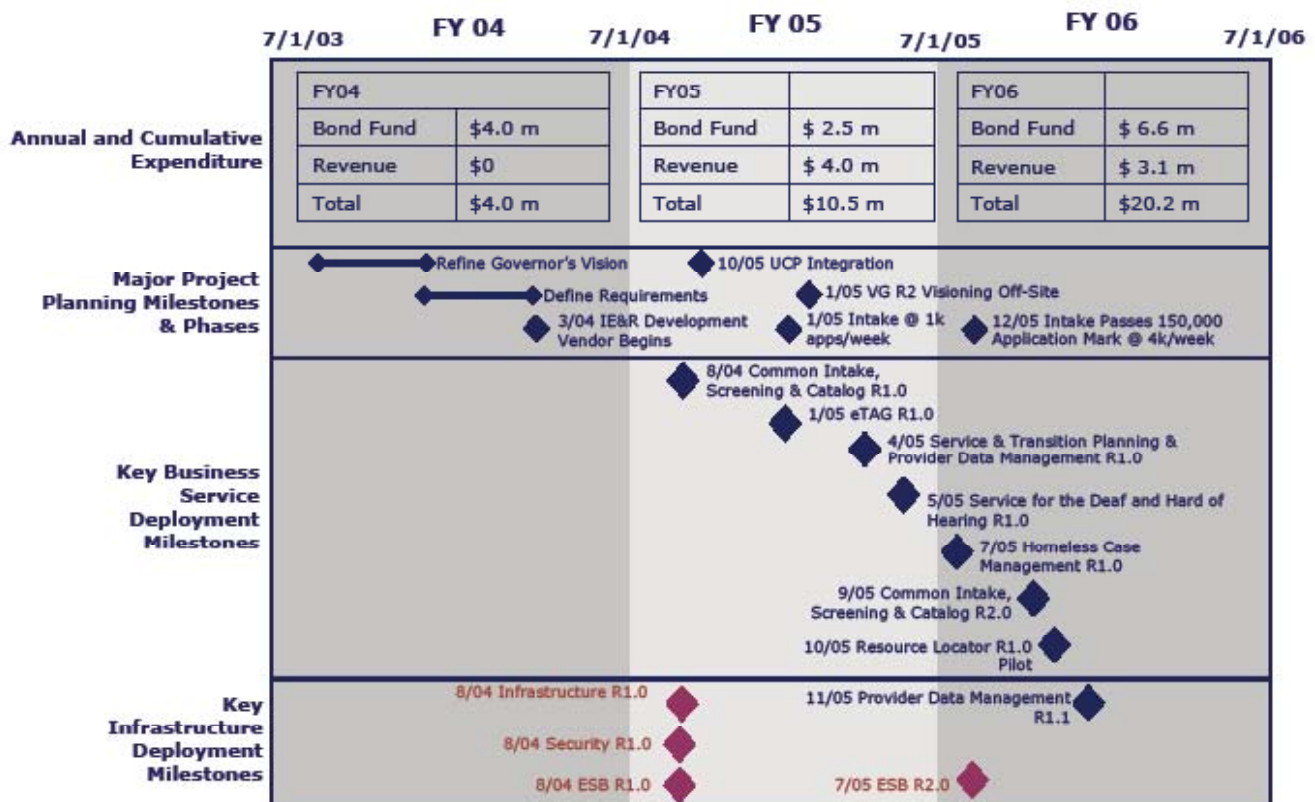
Support Staff is comprised of the following groups: EHS Core Technical Operations Team, EHS Development, Test, and QA Teams, EHS Architecture Team, ITD Middleware Team, On Site 24/7 and on call Support Teams (EHS and ITD).





Virtual Gateway Investment Timeline

This timeline illustrates the investments made over time in Virtual Gateway development. Operating expenses for core Virtual Gateway operations staff in 2005 are projected to be approximately \$1.75M. This is not reflected in the investment timeline below.





Virtual Gateway Customer Satisfaction Survey

Virtual Gateway Operations conducted its own survey of Acute Hospitals and Community Health Centers which are the most frequent users of the Common Intake tool. The survey focused on provider experience with using the Virtual Gateway to conduct business with EOHHS and any impact the Virtual Gateway is having on business processes, administration, and work flow at provider sites.

Statistics:

- 200 surveys were sent to acute hospitals and community health centers
- Survey response rate was over 30%
- Survey respondents included; financial counselors, intake coordinators, and management staff

Survey Results:

Survey results are divided into four major categories: usage, usability, job-related efficiencies, and administrative costs.

- *Usage:*

- 75% of respondents have used the Common Intake tool for at least 6 months
- More than 50% of respondents use the Common Intake tool nearly every work day
- 45% of respondents report submitting applications for programs other than MassHealth

- *Usability:*

- Nearly 94% of respondents are either "satisfied" or "very satisfied" using the Common Intake tool to submit program, applications with 65% reporting it to be very user friendly

- *Job-Related Efficiencies:*

- 85% of respondents report it is easier to submit an application to MassHealth using the Virtual Gateway than submitting one on paper
- 70% of respondents report that it takes less time to complete a Virtual Gateway application for MassHealth compared to a paper MassHealth application
- 47% of respondents report receiving determination results from MassHealth much sooner for applications that are submitted electronically through the Virtual Gateway than those submitted on paper

- *Administrative Costs:*

- 42% of respondents could not provide feedback on whether the Common Intake tool changed their administrative costs, such as mailing, faxing or photocopying
- 24% of respondents reported a slight decrease in administrative costs such as mailing, faxing, or photocopying since using the Common Intake tool
- 11% of respondents surveyed indicated there was no change in administrative costs such as mailing, faxing, or photocopying since using the Common Intake tool
- Nearly 13% of respondents reported a decrease in administrative costs such as mailing, faxing, or photocopying since using the Common Intake tool and expect more of a decrease in the future
- 45% of respondents could not provide feedback as to whether personnel related administrative costs (new hires, trainings, and staff turnover) have changed since using the Common Intake tool
- Almost 29% of respondents reported no change in personnel related administrative costs using the Common Intake tool
- Nearly 5% of respondents reported personnel related administrative costs (new hires, trainings, and staff turnover) are much lower using the Common Intake tool
- 26% of respondents could not quantify how much money has been saved to date while using the Common Intake tool
- Almost 23% of respondents reported monetary cost savings of not more than 10% to date since using the Common Intake tool
- 3% of respondents reported monetary savings between 11 – 20% to date since using the Common Intake tool



Provider Deployment Strategy

As business services are incorporated into the Virtual Gateway, the Virtual Gateway Operations team reaches out to relevant providers to prepare them for Virtual Gateway access and deployment. Every acute hospital and community health center in Massachusetts uses the Common Intake service and many have access to other Virtual Gateway Business services as well. Together, Virtual Gateway Operations and EOHHS agencies identify providers who are potential users of services and reach out to them to facilitate access.

Various community outreach organizations across the state also request access to Common Intake. Virtual Gateway Operations works with agencies to ensure appropriate access is granted. The table below lists all 443 Virtual Gateway providers and their corresponding business services as of December 31, 2005. Note: this table does not include a list of EOHHS agencies using the Enterprise Reporting tool or the Resource Locator pilot providers.

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Accept, Inc					X	
Action for Boston Community Development		X				
AdLib Center for Independent Living		X				
Advocates, Inc					X	
AIDS Action Committee of Massachusetts					X	
Alcoholism Council, Inc			X			
Alternative Supports, Inc					X	
Alternatives Unlimited, Inc					X	
American Training, Inc					X	
Anna Jaques Hospital		X				
Arbour Hospital						X
ARCHway, Inc					X	
Area for Retarded Citizens of Cape Cod, Inc					X	
Area for Retarded Citizens of Greater Fall River, Inc					X	
Area for Retarded Citizens of Northern Bristol County, Inc					X	
Area for Retarded Citizens of Northern Essex County, Inc		X			X	
Asian Task Force Against Domestic Violence, Inc					X	
Athol Memorial Hospital		X				
Autism Services Association, Inc					X	
Barry L. Price Rehab Center, Inc					X	
Bass River, Inc					X	
Bay Cove Human Services		X			X	
Bay State Community Services, Inc					X	
Baypath Elder Services		X			X	

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Baystate Medical Center		X		X		
Beaverbrook Step, Inc					X	
Behavioral Health Network, Inc					X	
Berkshire Center for Families & Children					X	X
Berkshire Family & Individual Resources					X	
Berkshire Medical Center		X			X	
Beth Israel Deaconess Medical Center		X				
Beth Israel Deaconess Medical Center - Needham Glover Campus		X				
Better Community Living, Inc		X			X	
Boston Center for Independent Living		X		X	X	
Boston ElderINFO		X				
Boston Health Care for the Homeless		X				
Boston Medical Center		X				
Boston Public Health Commission			X			
Boston Senior Home Care, Inc					X	
Bowdoin Street Health Center		X				
Brandon Residential Treatment Center					X	X
Bridgewater State College				X		
Brien Center for Mental Health & Substance Abuse Services		X			X	X
Brigham and Women's Hospital		X				
Bristol Elder Services, Inc		X			X	
Brockton Area Multi-Service, Inc					X	
Brockton Hospital		X				
Brockton Neighborhood Health Center		X				
Brookside Community Health Center		X			X	
CAB Health and Recovery Services, Inc					X	
Cambridge Family & Children's Service		X			X	X
Cambridge Health Alliance		X		X		
Cape Cod Free Clinic and Community Health Center		X				
Cape Cod Hospital		X				
Cape Organization for the Rights of the Disabled, Inc (CORD)		X				
CapeAbilities		X			X	
Career Resources Corporation					X	
Caritas Carney Hospital		X				
Caritas Good Samaritan Medical Center		X		X		
Caritas Holy Family Hospital		X				
Caritas Norwood Hospital		X				
Caritas Saint Anne's Hospital		X				
Caritas Saint Elizabeth's Medical Center		X				
Caritas Saint Mary's Women & Children's Center		X	X		X	
Carolina Hill Shelter		X	X		X	
Carroll Center for the Blind		X				

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Casa Myrna Vazquez, Inc					X	
Catholic Charities of the Diocese of Worcester					X	
Center for Human Development					X	
Central Boston Elder Services, Inc		X			X	
Central Middlesex Area for Retarded Citizens					X	
Charles River Area for Retarded Citizens		X			X	
Chelsea Revere Winthrop Elder Services		X			X	
Child & Family Services, Inc						X
Child Care of the Berkshires, Inc					X	
Child Care Resource Center		X				
Children's Aid and Family Service, Inc. of Hampshire County					X	
Children's Hospital		X				
Citizens League for Adult Special Services (CLASS, Inc)					X	
Clinical & Support Options, Inc		X				
Clinton Hospital		X		X		
Coastline Elderly Services, Inc		X			X	
Codman Square Community Health Center		X			X	
Commonwealth Hematology-Oncology, P.C.		X				
Communities for People, Inc					X	
Community Action Committee of Cape Cod and Islands		X			X	
Community Action Programs Inter-City					X	
Community Caring					X	X
Community Day Care Center of Lawrence					X	
Community Enterprises, Inc					X	
Community Health Center of Franklin County, Inc		X				
Community Health Center of the Berkshires		X				
Community Health Connections Family Health Center		X				
Community Healthlink, Inc		X			X	X
Community Options, Inc					X	
Community Providers of Adolescent Services					X	
Community Resources for Justice					X	
Community Teamwork, Inc		X			X	
Community Work Services					X	
Concilio Hispano		X				
Cooley Dickinson Hospital		X				
Cooperative Human Services, Inc					X	
Cooperative Production, Inc					X	
Corporation for Justice Management, Inc					X	
Corporation for Public Management					X	
Crittenton, Inc			X			
Cutchins Programs for Children & Families					X	
Dana-Farber Cancer Institute		X				

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Dare Family Services, Inc					X	X
DEAF, Inc		X		X		
Delta Project, Inc					X	
Department of Mental Health					X	
Department of Mental Retardation Central Office		X				
Department of Mental Retardation Central West Region		X				
Department of Mental Retardation Metro Region		X				
Department of Mental Retardation Northeast Region		X				
Department of Mental Retardation Southeast Region		X				
Department of Public Health - Lemuel Shattuck Hospital		X				
Department of Public Health WIC		X				
Department of Revenue	X					
Department of Social Services				X		X
Department of Transitional Assistance	X	X	X		X	
Devereux						X
Dimock Community Health Center		X	X		X	
Doctor Franklin Perkins School					X	
Dorchester House Multi-Service Center		X				
Duffy Community Health Center		X				
East Boston Neighborhood Health Center		X				
East Middlesex Area for Retarded Citizens					X	
Easton Council on Aging		X				
Elder Services of Berkshire County, Inc		X				
Elder Services of Cape Cod		X			X	
Elder Services of the Merrimack Valley		X			X	
Elder Services of Worcester Area, Inc		X			X	
Elizabeth Freeman Center, Inc					X	
Ellen Jones Community Dental Center		X				
Emerson Hospital		X				
Emmaus House Shelter			X			
Employment Options, Inc					X	
Evergreen Center, Inc					X	
Executive Office of Health & Human Services		X				
Executive Office of Health & Human Services Chief Operating Office					X	
Executive Office of Health & Human Services Elder Affairs		X				
Fairview Hospital		X				
Fall River Deaconess Home, Inc						X
Falmouth Hospital		X				
Family Health Center of Worcester		X				
Family Services Association of Greater Boston					X	
Father Bill's Place (Quincy Interfaith Sheltering Coalition)		X	X			
Faulkner Hospital		X				

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Fenway Community Health Center		X				
First Church Shelter			X			
For Community Services, Inc					X	
Franciscan Children's Hospital						X
Franklin County Home Care Corporation		X			X	
Friends of Shattuck Shelter		X	X			
Friends of The Homeless, Inc			X			
Geiger Gibson Community Health Center		X				
Germaine Lawrence						X
Great Brook Valley Community Health Center		X				
Greater Lawrence Community Action Council		X			X	
Greater Lawrence Family Health Center		X				
Greater Lynn Mental Health Retardation Association					X	
Greater Lynn Senior Services, Inc		X			X	
Greater Marlboro Programs, Inc					X	
Greater New Bedford Community Health Center, Inc		X			X	
Greater Newburyport Opportunities					X	
Greater Roslindale Medical Dental Clinic		X				
Greater Springfield Senior Services		X				
Greater Waltham Area for Retarded Citizens		X				
GROW Associates, Inc					X	
Growthways, Inc					X	
Haitian America Public Health Initiative (HAPHI)		X				
Hallmark Health Systems		X		X		
Harbor Health Services		X				
Harbor Schools & Family Services					X	X
Harrington Memorial Hospital		X			X	
Harvard Street Neighborhood Health Center		X				
Health and Educational Services, Inc					X	
Health and Social Services Consortium (HESSCO)		X			X	
Health Care of Southeastern Massachusetts					X	
Health Alliance Hospitals, Inc		X				
Health First Family Care Center, Inc		X				
Henry Lee Willis Community Center, Inc					X	
Heywood Hospital		X				
Highland Valley Elder Services		X				
Hildebrand Family Self-Help Center			X			
Hilltop Child and Adult Services, Inc					X	
Hilltown Community Health Center		X				
Holden School		X				
Holyoke Health Center Inc		X				
Holyoke Medical Center		X				

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Home for Little Wanderers						X
Horace Mann Educational Associates		X			X	
Housing Assistance Corporation			X			
Hubbard Regional Hospital		X				
Human Service Options, Inc					X	
Independent Living Center of the North Shore and Cape Ann		X				
Institute for Developmental Disabilities					X	
International Institute of Boston		X				
Interseminarian-Project Place, Inc			X			
Irenicon, Inc					X	
Island Health Care		X				
Italian Home for Children						X
Jordan Hospital		X				
Joseph M. Smith Community Health Center		X				
Justice Resource Institute - Berkshire Meadows						X
Justice Resource Institute - Centerpoint						X
Justice Resource Institute - Cohannet Academy						X
Justice Resource Institute - Concord Family and Youth Services						X
Justice Resource Institute - Family Networks Regional Resource Center						X
Justice Resource Institute - Glenhaven Academy						X
Justice Resource Institute - Littleton Group Home						X
Justice Resource Institute - Meadowridge at Pelham Academy						X
Justice Resource Institute - Meadowridge at Swansea						X
Justice Resource Institute - Meadowridge at Swansea Wood School						X
Justice Resource Institute - Meadowridge at Walden St						X
Justice Resource Institute - Merrimack Center						X
Justice Resource Institute - Sidney Borum Junior Health Center		X				
Justice Resource Institute - Growing Responsibility Independence in People Project						X
Justice Resource Institute - The Trauma Center						X
Justice Resource Institute - The Victor School						X
Justice Resource Institute - Corporate Office					X	X
Kennedy-Donovan Center, Inc		X			X	X
Key Program, Inc					X	
Kit Clark Senior Services		X				
Lahey Clinic - Burlington Campus		X				
Lake Grove at Maple Valley						X
Lawrence General Hospital		X				
Lifelinks, Inc					X	
Lifestream, Inc					X	
Long Island Shelter		X				
Lowell Community Health Center		X				

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Lowell General Hospital		X		X		
Lowell Transitional Living Center		X	X			
Lowell Youth Treatment Center						X
Lynn Community Health Center		X				
Lynn Shelter Association, Inc					X	
Mainspring House			X			
Manet Community Health Center		X				
Margaret's House		X				
Marlborough Hospital		X				
Marthas Vineyard Hospital		X				
Massachusetts Bay Community College				X		
Massachusetts Bay Transportation Authority				X		
Massachusetts Commission for the Blind		X				
Massachusetts Commission for the Deaf and Hard of Hearing - Interpreters				X		
Massachusetts Commission for the Deaf and Hard of Hearing - Executive Office		X			X	
Massachusetts Eye and Ear Infirmary		X				
Massachusetts General Hospital		X		X		
Massachusetts General Hospital Charlestown Health Center		X				
Massachusetts General Hospital Chelsea Health Center		X				
Massachusetts General Hospital Revere Health Center		X				
Massachusetts Housing and Shelter Alliance					X	
Massachusetts Rehabilitation Commission				X		
Massachusetts Rehabilitation Commission Administrative Offices		X		X		
Massachusetts Rehabilitation Commission Boston Area Office		X				
Massachusetts Rehabilitation Commission Brockton Area Office		X				
Massachusetts Rehabilitation Commission Brookline Area Office		X				
Massachusetts Rehabilitation Commission Cape - Islands Area Office		X				
Massachusetts Rehabilitation Commission Fall River Area Office		X				
Massachusetts Rehabilitation Commission Fitchburg Area Office		X				
Massachusetts Rehabilitation Commission Greenfield Area Office		X				
Massachusetts Rehabilitation Commission Holyoke Area Office		X				
Massachusetts Rehabilitation Commission Lawrence Area Office		X				
Massachusetts Rehabilitation Commission Lowell Area Office		X				
Massachusetts Rehabilitation Commission Malden Area Office		X				
Massachusetts Rehabilitation Commission Milford Area Office		X				
Massachusetts Rehabilitation Commission Natick Area Office		X				
Massachusetts Rehabilitation Commission New Bedford Area Office		X				
Massachusetts Rehabilitation Commission North Adams Area Office		X				
Massachusetts Rehabilitation Commission Pittsfield Area Office		X				
Massachusetts Rehabilitation Commission Plymouth Area Office		X				
Massachusetts Rehabilitation Commission Quincy Area Office		X				
Massachusetts Rehabilitation Commission Roxbury Area Office		X				

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Massachusetts Rehabilitation Commission Salem Area Office		X				
Massachusetts Rehabilitation Commission Somerville Area Office		X				
Massachusetts Rehabilitation Commission Springfield Area Office		X				
Massachusetts Rehabilitation Commission Sturbridge Area Office		X				
Massachusetts Rehabilitation Commission Taunton Area Office		X				
Massachusetts Rehabilitation Commission Worcester Area Office		X				
MassHealth Central Processing Unit		X				
Mattapan Community Health Center		X				
May Institute					X	
McLean Hospital		X				
Mental Health Association of Greater Lowell					X	
Mental Health Association, Inc					X	
Mental Health Resources Plus, Inc					X	
Mercy Hospital		X				
Meridian Associates for Programs and Resources					X	
Merrimack Valley Hospital		X				
Metro West Independent Living Center		X				
MetroWest Medical Center		X				
Middlesex Human Service Agency, Inc			X			
Mid-Upper Cape Community Health Center		X				
Milford-Whitinsville Regional Hospital		X				
Milton Hospital		X				
Minuteman Senior Services, Inc		X			X	
Montachusett Homecare Corporation		X			X	
Montachusett Opportunity Council		X				
Morton Hospital and Medical Center		X				
Mount Auburn Hospital		X				
Mount Moriah Baptist Church		X				
Moveable Feast			X			
Multicultural Community Service of the Pioneer Valley					X	
Multi-Service Center		X				
Murphy and Others Living Interdependently for Future Endeavors (MOLIFE, Inc)						X
Mystic Valley Elder Services, Inc		X			X	
Nantucket Cottage Hospital		X				
Nashoba Valley Medical Center		X				
Neponset Health Center		X				
Neuro - Rehab Management, Inc					X	
New England Baptist Hospital		X				
New England Business Associates					X	
New England Center for Children, Inc					X	
New England Farm Worker's Council		X			X	
Newton-Wellesley Hospital		X				

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Nexus, Inc					X	
Noble Hospital		X				
Nonotuck Resource Associates, Inc					X	
North Adams Regional Hospital		X				
North End Community Health Center		X				
North Shore Area for Retarded Citizens		X			X	
North Shore Community Health		X				
North Shore Elder Services, Inc		X				
North Shore Medical Center, Inc		X				
North Suffolk Mental Health Association					X	
Northeast Center for Youth & Families						X
Northeast Family Institute, Inc				X		X
Northeast Health Systems		X				
Northeast Independent Living Program		X		X		
Old Colony Elderly Services, Inc		X			X	
Old Colony YMCA					X	
Open Pantry Community Services			X		X	
Outer Cape Health Services, Inc		X				
Partners Healthcare Systems Inc		X				
People Acting in Community Endeavors (PACE, Inc)		X				
People Learning Useful Skills (PLUS, Company, Inc)					X	
People, Inc					X	
Pine Street Inn		X	X		X	
Polus Center for Social and Economic Development		X			X	
Preparatory Rehabilitation for Individual Development (PRIDE, Inc)					X	
Project Hope		X				
Providence Hospital						X
Quincy Community Action Programs		X			X	
Quincy Medical Center		X				
Reach, Inc					X	
Rehabilitative Resources, Inc					X	
Residential Care Consortium, Inc			X			
Riverside Community Mental Health and Mental Retardation					X	
Riverside Industries, Inc					X	
Road to Responsibility, Inc					X	
Robert F. Kennedy Children's Action Corporation					X	X
Rosie's Place		X				
Roxbury Comprehensive Community Health Center		X				
Russian Community Association of Massachusetts of Lynn		X				
Russian Community Association of Massachusetts of West Springfield		X				
Saint Ann's Home						X
Saint Francis House		X				

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
Saint Vincent Hospital at Worcester Medical Center		X				
Saints Memorial Medical Center		X				
Salem Mission		X	X			
Senior Care, Inc		X				
ServiceNet, Inc			X		X	
Seven Hills Community Services		X			X	
Shore Educational Collaborative					X	
Social Security Administration	X			X		
Social Service Centers, Inc					X	
Soldier's Home Chelsea		X				
Soldier's Home Holyoke		X				
Somerville Cambridge Elder Services		X			X	
Somerville Homeless Coalition, Inc			X		X	
Southeastern Massachusetts Veteran's Housing Program		X			X	
South Boston Community Health Center						
South Cove Community Health Center		X				
South End Community Health Center		X				
South Norfolk County Area for Retarded Citizens		X			X	
South Shore Area for Retarded Citizens, Inc		X			X	
South Shore Day Care Services		X				
South Shore Educational Collaborative		X			X	X
South Shore Elder Services, Inc		X			X	
South Shore Hospital		X				
South Shore Mental Health Center, Inc					X	
South Shore Support Services, Inc					X	
Southcoast Health System		X				
Southeastern Center for Independent Living, Inc		X				
Southern Jamaica Plain Health Center		X				
Southwest Boston Senior Services		X			X	
Spectrum Health Systems, Inc					X	
Springfield Southwest Community Health Center		X				
Springfield Vietnamese American Civic Association		X				
Springwell, Inc		X			X	
Saint Vincent's Home						X
Stanley Street Treatment & Resources		X				
Star House Inc					X	X
Stavros Center for Independent Living - Amherst		X				
Stavros Center for Independent Living - Springfield		X				
Steppingstone, Inc		X	X		X	
Stetson School						X
Sturdy Memorial Hospital		X				
Sullivan & Associates, Inc					X	

Organization Name	Electronic Transitional Assistance Gateway	Common Intake	Homeless Management Information System	Interpreter Referral Services	Provider Data Management	Service and Transition Planning
The Children's Study Home Inc					X	
The Edinburg Center, Inc		X				
The Psychological Center, Inc					X	
Toward Independent Living and Learning (TILL)					X	
Training Resources of America, Inc					X	
Traveler's Aid Family Services		X			X	
Triangle, Inc					X	
Tri-City Family Housing, Inc					X	
Tri-Community YMCA		X				
Tri-Valley Elder Services, Inc		X				
Tufts New England Medical Center		X				
Turning Point, Inc					X	
University of Massachusetts - Boston				X		
University of Massachusetts Memorial Medical Center		X				
Upham's Corner Health Center		X				
Valley Human Services, Inc					X	
Valleyhead, Inc						X
Veteran's Service Officer - Chicopee		X				
Veteran's Service Officer - Cambridge		X				
Victory Human Services					X	
Victory Programs, Inc					X	
Vinfen Corporation					X	
VNA and Hospice of Northern Berkshire		X				
VNA Hospice Alliance of Cooley Dickinson Hospital		X				
Volpe				X		
Walker Home and School						X
Walnut Street Center		X				
Wayside Youth and Family Support Network			X		X	
Western Massachusetts Training Consortium					X	
WestMass ElderCare, Inc		X				
Westport Associates					X	
Westwood Lodge Hospital						X
Wetzel Center						X
Whittier Street Health Center		X				
Winchester Hospital		X				
Wing Memorial Hospital		X				
Womanshelter/Companeras, Inc					X	
YMCA of Greater Westfield		X				
YMCA of Greater Worcester		X				
Youth Opportunities Upheld, Inc (YOU, Inc)						X
YWCA Boston (Aswalos House)		X				
YWCA of Western Massachusetts					X	



Virtual Gateway Expansion in 2006

EOHHS is preparing to launch several new Virtual Gateway services in 2006. Among these are an Enterprise Invoice Management system (EIM) and an Enterprise Service Management system (ESM). EIM/ESM will be a central point for all EOHHS providers to submit invoices for services provided to clients and to manage other aspects of their EOHHS contracts. EIM/ESM will first be piloted with the Department of Public Health and the Department of Mental Health. Other EOHHS agencies will be integrated on a schedule over time. For the Department of Public Health EIM/ESM will also track client services and coordinate case management.

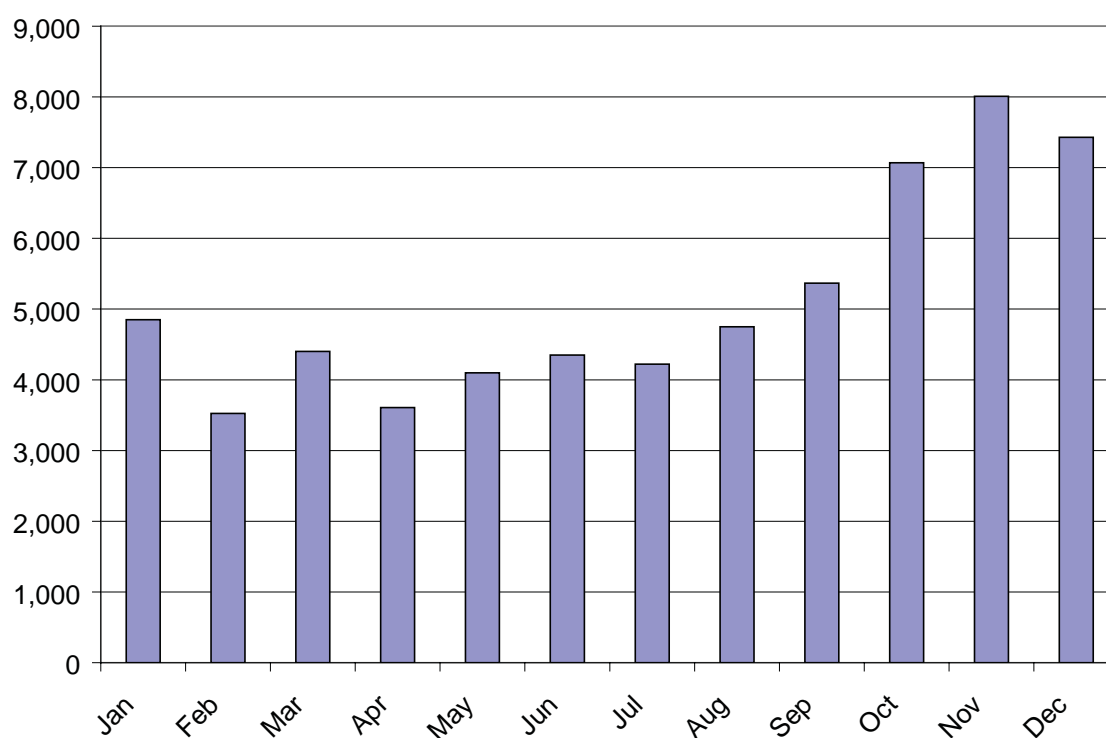
A new Virtual Gateway service planned for the first calendar quarter of 2006 will be a home and community services case management tool for the Department of Mental Retardation.

The Common Intake tool will be expanded to pilot a consumer facing food stamp application. This will allow individuals to apply for food stamps online from any place with public internet access. Other Common Intake enhancements will make the tool more user-friendly for vision impaired users.

Virtual Gateway Technical Operations plans to support over 10,000 users in 2006.

Appendix A: Virtual Gateway Screening Tool Statistics

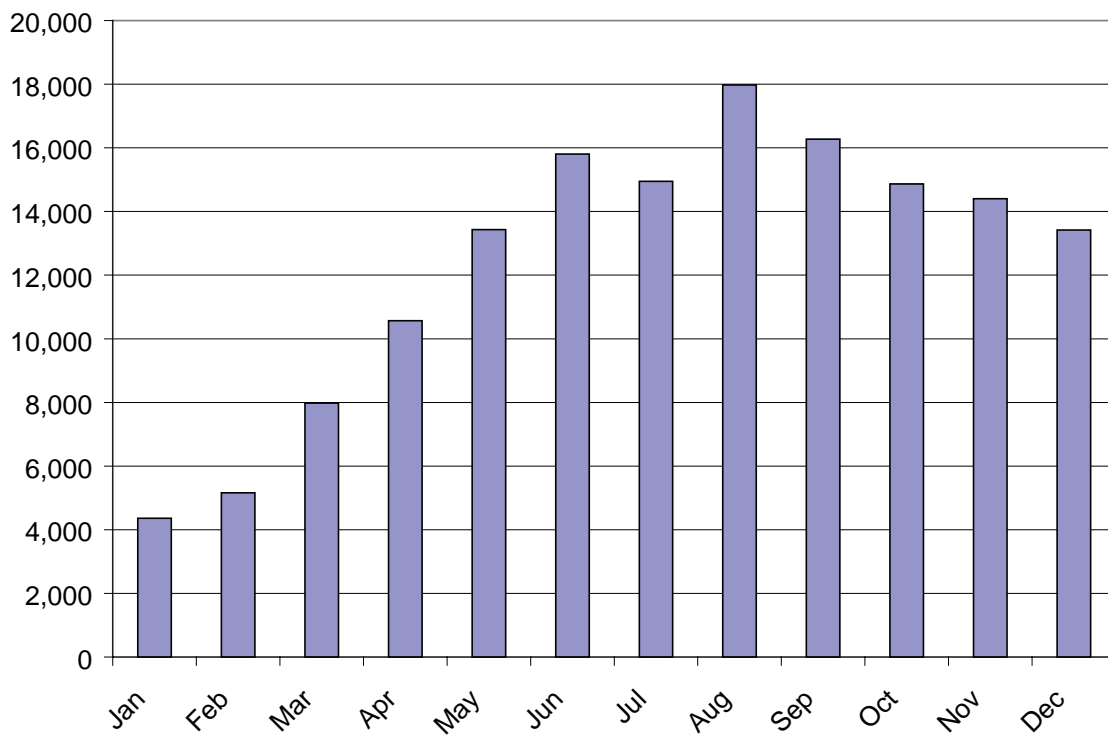
Figure 10: Screening Surveys Completed by Month, 2005



As of December 2005, over 60,000 screening surveys checked for potential eligibility for one or more EOHHS programs. Screening Tool use has increased since additional programs were added in September 2005. The Screening Tool tracks only the number of completed surveys and aggregate numbers for programs for which applicants appear to and do not appear to qualify.

Appendix B: Virtual Gateway Common Application Statistics: All Programs

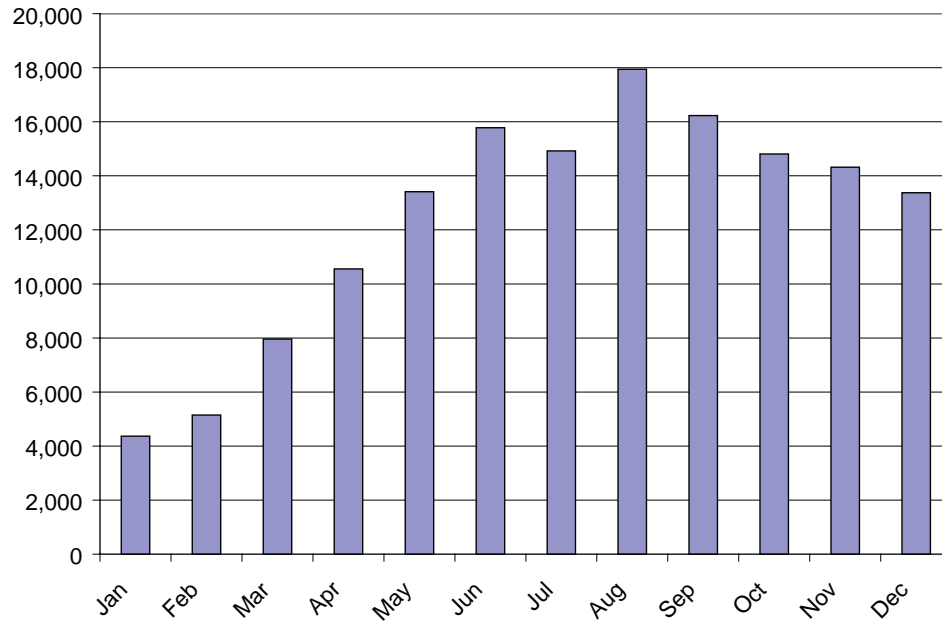
Figure 11: Application Volume for All Programs by Month, 2005
Total applications received 01/01/2005 through 12/30/05: 149,184



Application volume has steadily increased in 2005 as more providers were trained to use the Common Intake tool. The overall decrease in application volume in the last 4 months of the year is anticipated as fewer applications tend to be submitted during these months.

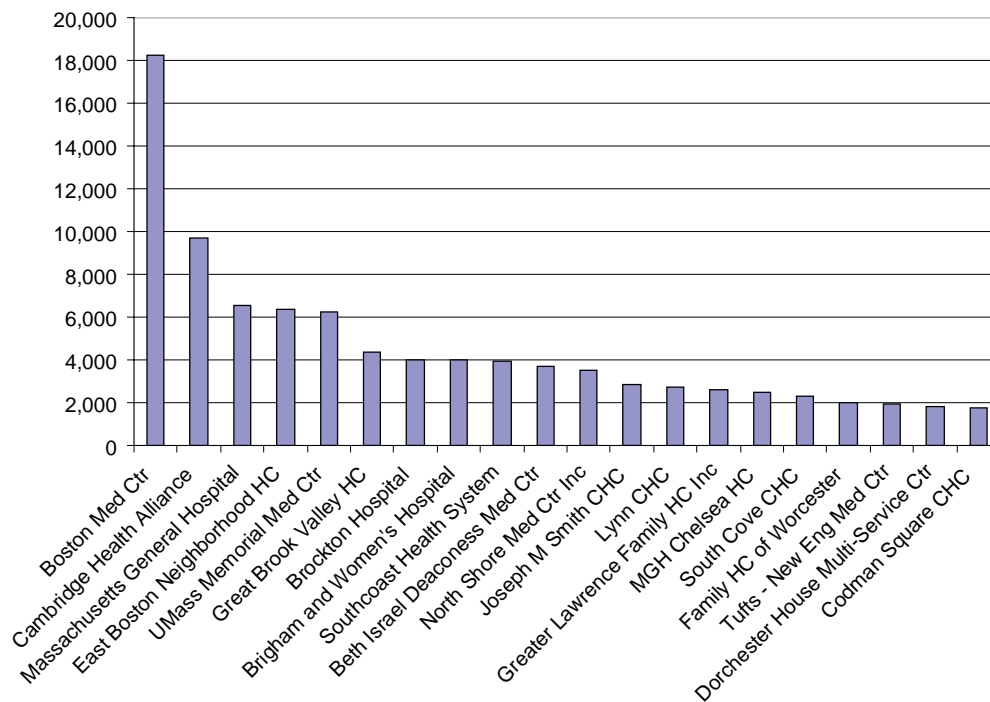
Appendix C: Virtual Gateway Common Application Statistics: MassHealth Applications

Figure 12: MassHealth Applications Submitted by Month
Total applications received 01/01/2005 through 12/30/05: 148,813



On average approximately 4,000 MassHealth applications are submitted each week to MassHealth using the Common Intake tool.

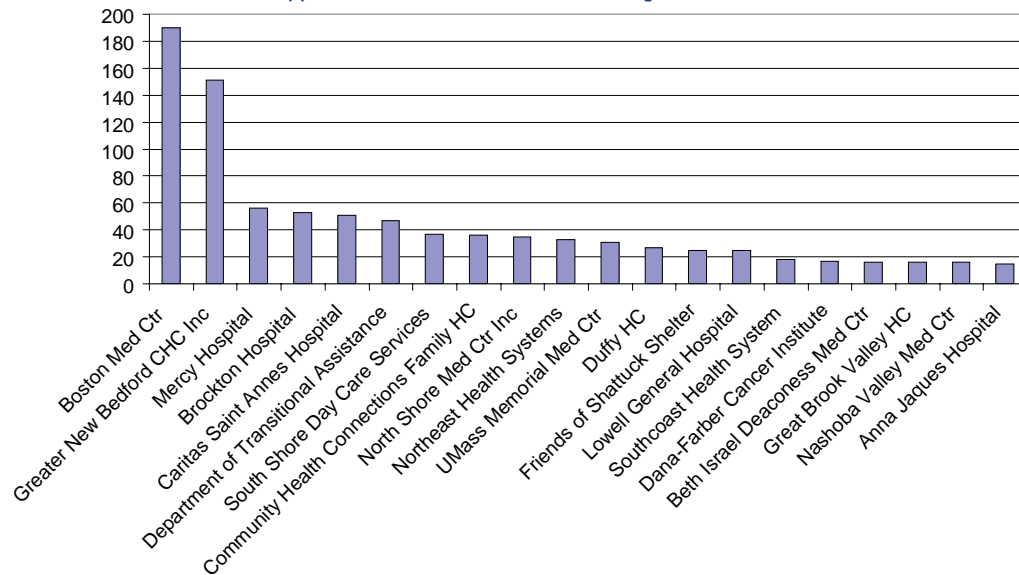
Figure 13: MassHealth Applications Submitted by Provider Since 01/01/05



The hospitals and community health centers that traditionally serve the Uncompensated Care population submit the most applications to MassHealth using the Common Intake tool. This chart includes providers with at least 1,000 MassHealth applications.

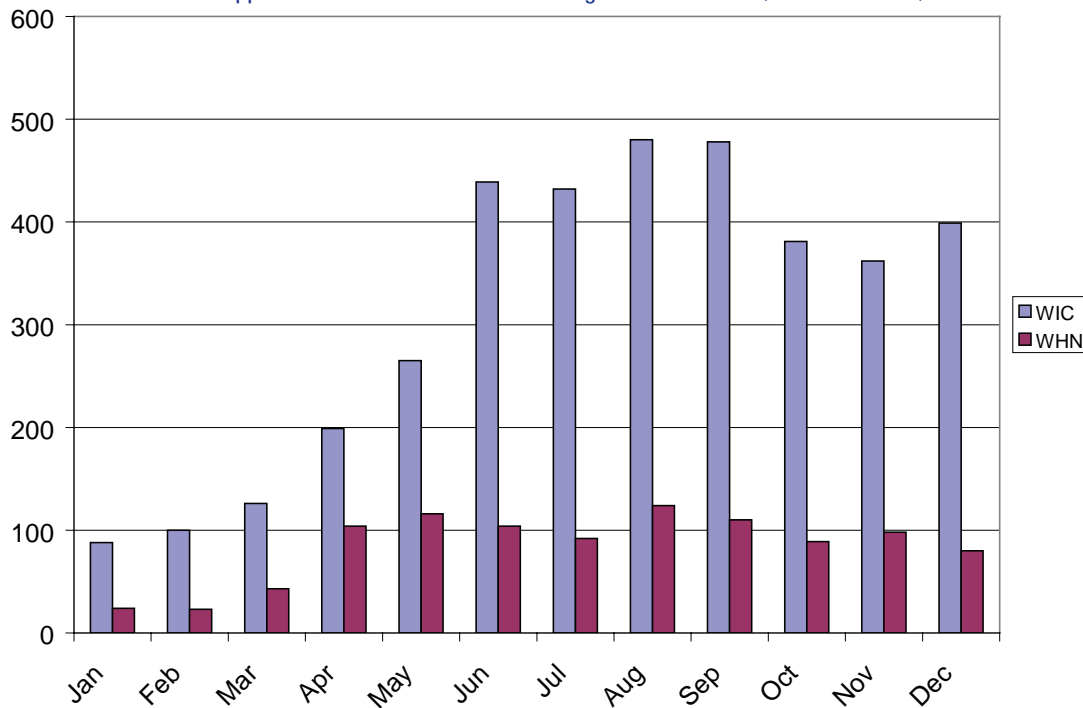
Appendix D: Virtual Gateway Common Application Statistics: Other Programs

Figure 14: Total Food Stamps Applications Submitted by Provider
Total applications received 01/01/2005 through 12/30/05: 1,133



Hospitals and Community Health Centers are now able to assist clients with applying for Food Stamps using the Common Intake tool. This chart includes providers with at least 10 Food Stamps applications.

Figure 15: WIC and WHN Applications by Month
Total applications received 01/01/2005 through 12/30/05: WIC: 3,749 and WHN: 1,007



The Womens, Infants and Children Nutrition program and the Women's Health Network program now receive applications electronically through the Common Intake tool. Most of these applications are submitted along with an application for MassHealth.

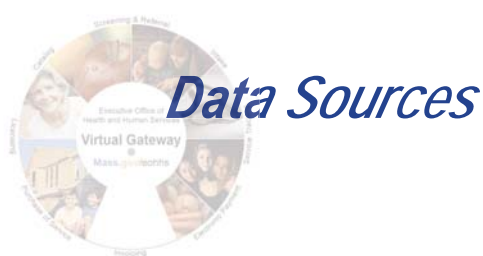


Figure 1: Application Volume Processed Each Month By MassHealth and DHCFP in PF05

Data Source: Division of Health Care Finance and Policy

Figure 2 & 3: Average Determination Time (in days) for Medical Benefit Request forms and Virtual Gateway Applications

Data Source: MassHealth Operations Reporting

Figure 4: Hospital UCP Visits and Admissions

Data Source: Division of Health Care Finance and Policy

Figure 5: Growth in Hospital Free Care Charges

Data Source: Division of Health Care Finance and Policy

Figure 6: Medical Benefit Request Forms and Virtual Gateway Application Volumes

Data Source: MassHealth Operations Reporting

Figure 7: MassHealth Approvals for Virtual Gateway Applications Since 1/1/2005

Data Source: Virtual Gateway Operations Reporting

Figure 8: Core Functions Performed by the Virtual Gateway Business Operations Team

Data Source: Virtual Gateway Operations

Figure 9: Virtual Gateway Technical Operations Support

Data Source: Virtual Gateway Operations

Figure 10: Screening Surveys Completed by Month, 2005

Data Source: Virtual Gateway Operations Reporting

Figure 11: Application Volume for All Programs by Month, 2005

Data Source: Virtual Gateway Operations Reporting

Figure 12: MassHealth Applications Submitted by Month

Data Source: Virtual Gateway Operations Reporting

Figure 13: MassHealth Applications Submitted by Provider Since 01/01/05

Data Source: Virtual Gateway Operations Reporting

Figure 14: Total Food Stamps Applications Submitted by Provider

Data Source: Virtual Gateway Operations Reporting

Figure 15: WIC andn WHN Applications by Month

Data Source: Virtual Gateway Operations Reporting

